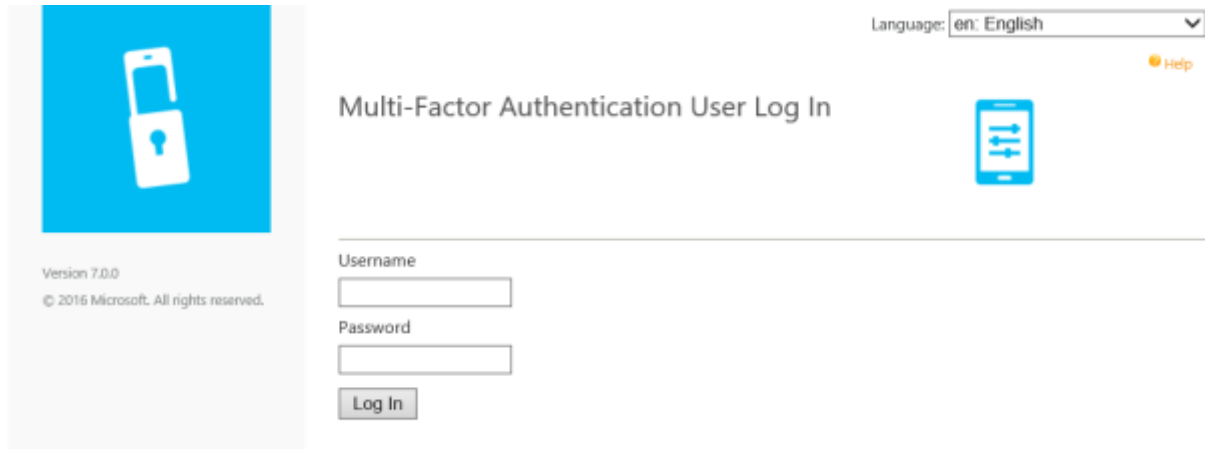


Instructions for Multi-Factor Authentication User Log In

These instructions will walk you through the Multi-Factor Authentication enrollment and how to use the user portal.

After you receive your Multi-Factor enrollment email, please access the Multi-Factor user portal at <https://pfp.iot.in.gov/>. Login with your username, in the form of your Indiana State Government email address, and your network password. Then follow the instructions for enrolling your phone and answering your security questions.

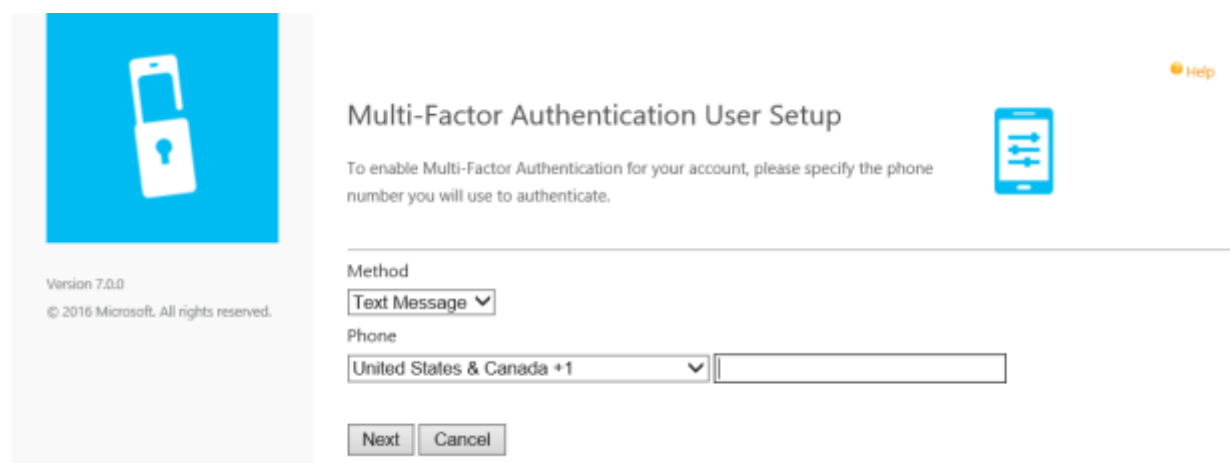


The screenshot shows the 'Multi-Factor Authentication User Log In' page. On the left is a blue square icon with a white smartphone and a keyhole. Below it, text reads 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.'. On the right, there is a language dropdown menu set to 'en: English' and a 'Help' link. The main title 'Multi-Factor Authentication User Log In' is centered. Below the title is a blue smartphone icon with three horizontal bars. The login form includes fields for 'Username' and 'Password', and a 'Log In' button.

Enrolling your phone in Multi-Factor

By selecting “Text Message” from the dropdown menu you will be prompted to enter a Multi-Factor phone number. Please use a phone number that you always keep with you, and this phone number must be able to receive text messages.

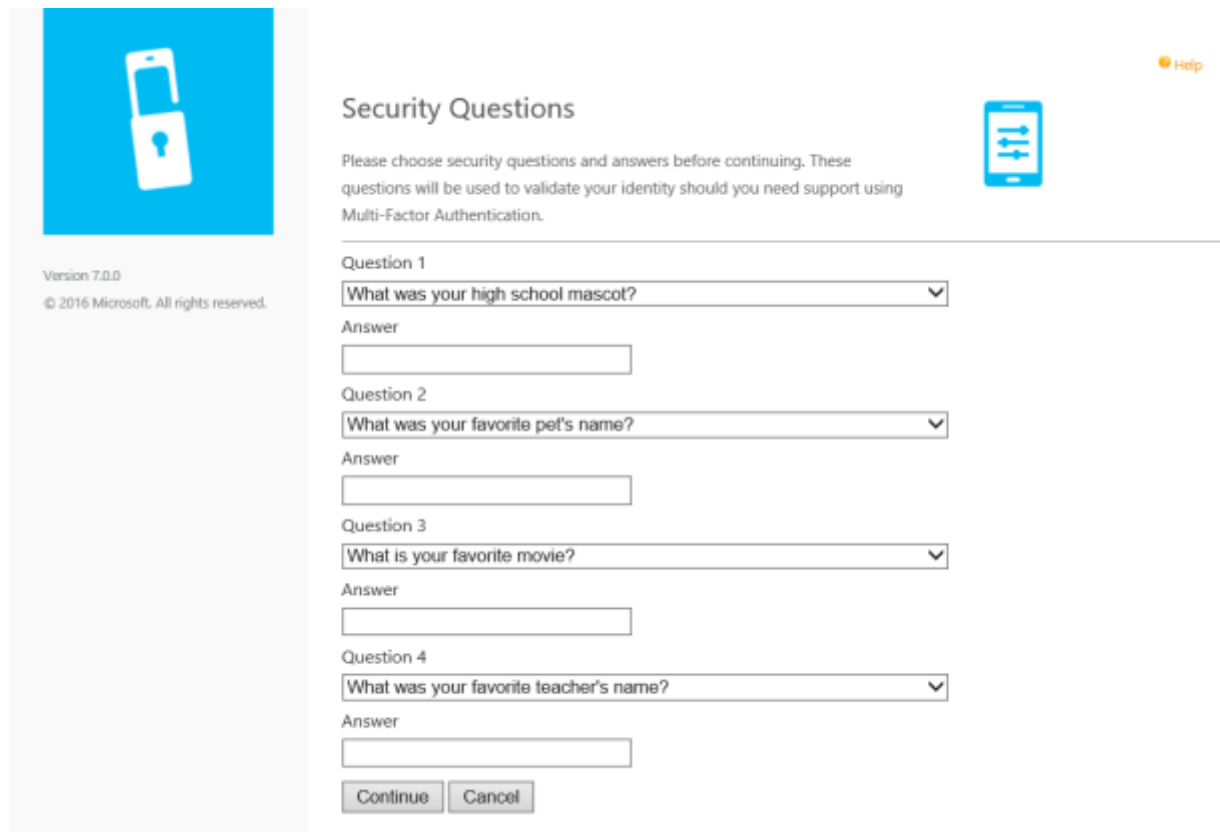
After you have entered a phone number click the “Next” button.



The screenshot shows the 'Multi-Factor Authentication User Setup' page. On the left is a blue square icon with a white smartphone and a keyhole. Below it, text reads 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.'. On the right, there is a language dropdown menu set to 'en: English' and a 'Help' link. The main title 'Multi-Factor Authentication User Setup' is centered. Below the title is a blue smartphone icon with three horizontal bars. The setup form includes a 'Method' dropdown menu set to 'Text Message', a 'Phone' field with a dropdown menu set to 'United States & Canada +1' and an adjacent input field for the number, and 'Next' and 'Cancel' buttons.

NOTE: This messaging procedure will be used when you attempt to make a remote access connection. **If you are not attempting to make a connection when you receive a Multi-Factor message, decline the request and call the IOT Helpdesk immediately**

After you have authenticated please choose and answer four security questions



The screenshot shows the 'Security Questions' setup page. On the left is a sidebar with a blue header containing a white smartphone icon with a keyhole. Below the icon, it says 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.' The main content area has a title 'Security Questions' and a sub-header 'Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.' There is a 'Help' link in the top right. The page contains four questions, each with a dropdown menu for the question and a text input for the answer. The questions are: 1. What was your high school mascot? 2. What was your favorite pet's name? 3. What is your favorite movie? 4. What was your favorite teacher's name? At the bottom are 'Continue' and 'Cancel' buttons.

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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?
Answer

Question 2
What was your favorite pet's name?
Answer

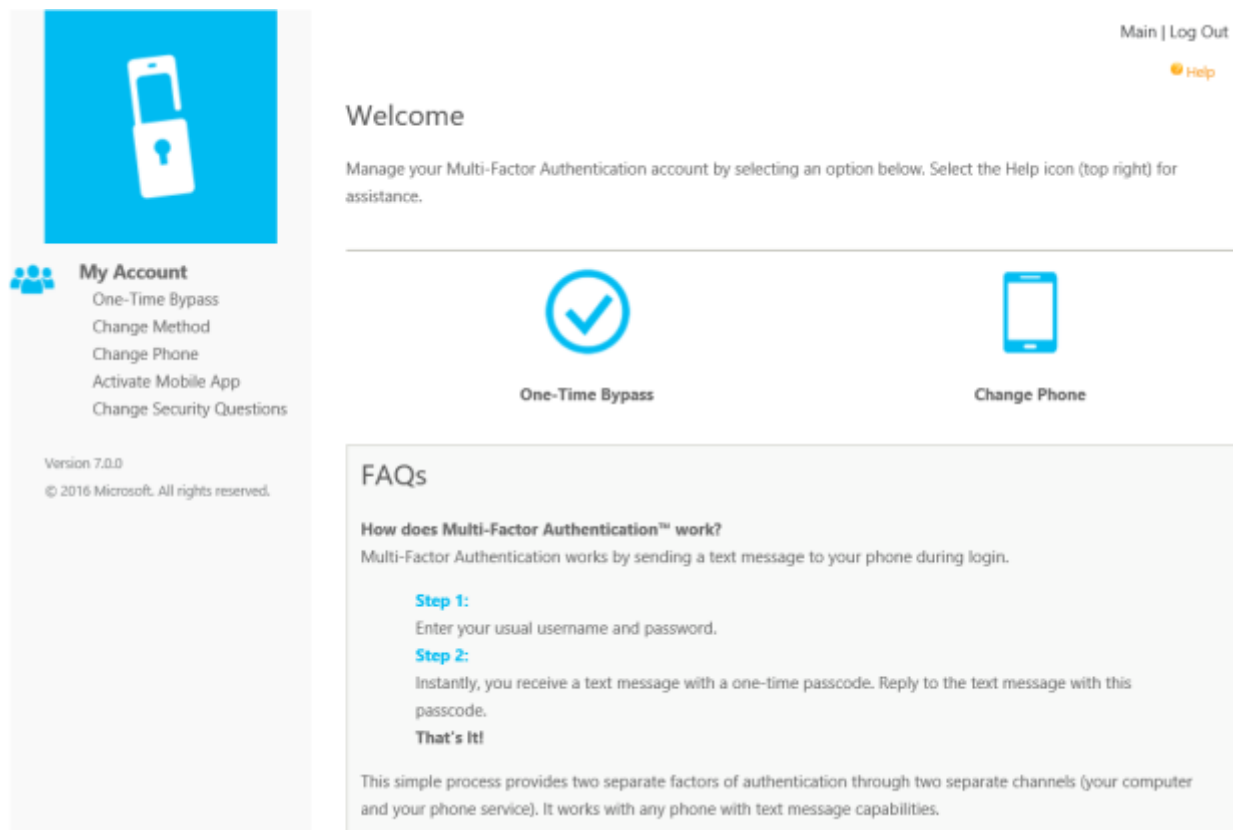
Question 3
What is your favorite movie?
Answer

Question 4
What was your favorite teacher's name?
Answer

Continue Cancel

Once you have answered all four security questions click the “Continue” button.

Your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number.



The screenshot shows the 'Welcome' page of the user portal. The top right has links for 'Main | Log Out' and 'Help'. The main heading is 'Welcome' followed by the text 'Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.' Below this are two large buttons: 'One-Time Bypass' with a checkmark icon and 'Change Phone' with a smartphone icon. On the left is a sidebar with a blue header containing a white smartphone icon with a keyhole. Below the icon, it says 'Version 7.0.0' and '© 2016 Microsoft. All rights reserved.' The sidebar has a section 'My Account' with a list of links: 'One-Time Bypass', 'Change Method', 'Change Phone', 'Activate Mobile App', and 'Change Security Questions'. At the bottom is a 'FAQs' section with the heading 'How does Multi-Factor Authentication™ work?' and the text 'Multi-Factor Authentication works by sending a text message to your phone during login.' It lists 'Step 1: Enter your usual username and password.' and 'Step 2: Instantly, you receive a text message with a one-time passcode. Reply to the text message with this passcode.' followed by 'That's it!'. At the very bottom, it says 'This simple process provides two separate factors of authentication through two separate channels (your computer and your phone service). It works with any phone with text message capabilities.'

Main | Log Out
Help

Welcome

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.

One-Time Bypass Change Phone

FAQs

How does Multi-Factor Authentication™ work?

Multi-Factor Authentication works by sending a text message to your phone during login.

Step 1:
Enter your usual username and password.

Step 2:
Instantly, you receive a text message with a one-time passcode. Reply to the text message with this passcode.

That's it!

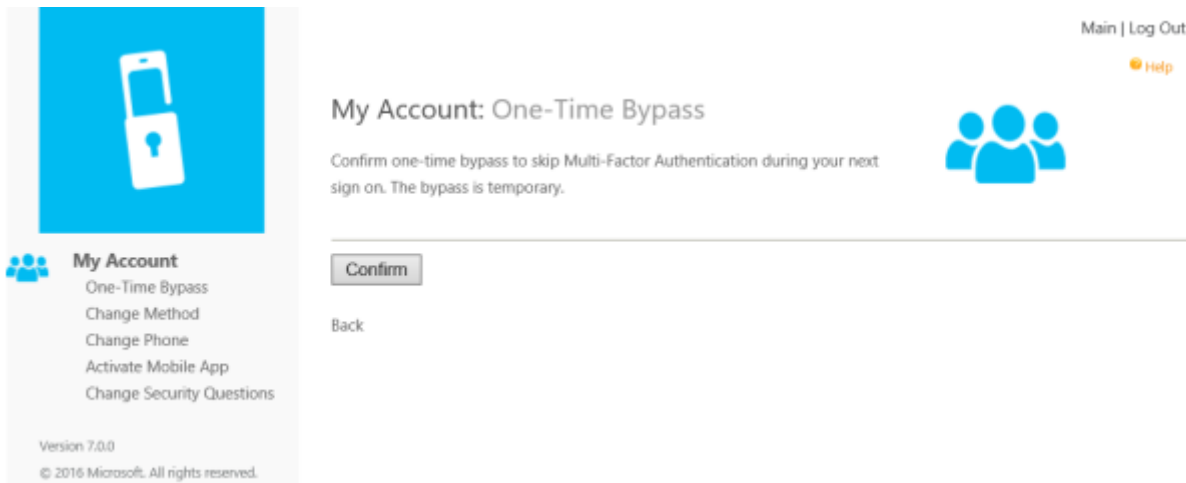
This simple process provides two separate factors of authentication through two separate channels (your computer and your phone service). It works with any phone with text message capabilities.

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My Account

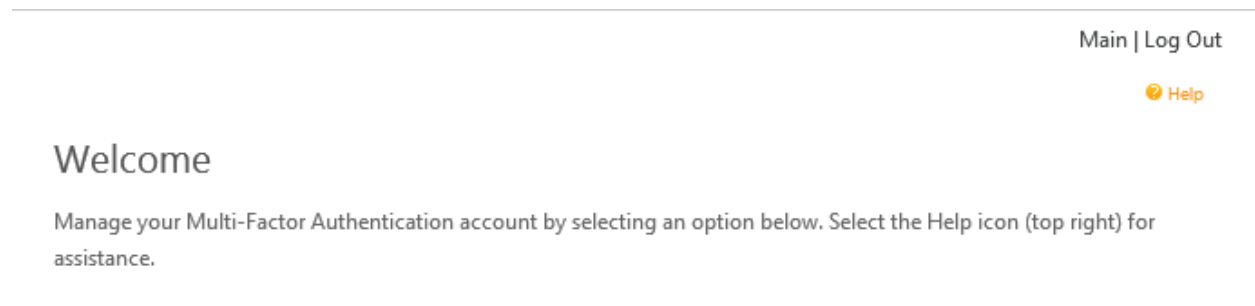
- One-Time Bypass
- Change Method
- Change Phone
- Activate Mobile App
- Change Security Questions

To request a One-Time bypass, click “One-Time Bypass” link, shown in the picture above, and the click “Confirm”



To change your phone number(s), click the “Change Phone” link and repeat the process for enrolling a new phone number.

Be sure to click “Log Out”, located in the top right corner, when you are finished with your user portal session.



End of instructions